

# Emergency Medical Services Operations Officer

Dept: Emergency Services

FLSA Status: Exempt

## General Definition of Work

Performs difficult skilled technical and administrative work assisting with directing emergency medical services staff and operations, and related work as apparent or assigned. Work is performed under the limited supervision of the Emergency Services Director. Divisional supervision is exercised over all personnel within the division.

## Qualification Requirements

*To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.*

## Essential Functions

- Supervises activities including oversight, selection, training, evaluation, counseling and credentialing of staff; assists with overseeing disciplinary actions.
- Facilitates continuing education or training.
- Evaluates and tests system providers.
- Ensures quality by reviewing charts, observing staff, reviewing and analyzing data.
- Oversees the infection control and bloodborne exposures program.
- Assists with the development and implementation of the departmental strategic plan and budget.
- Responds to emergencies as required.
- Establishes, implements and modifies the patient care manual for prehospital personnel.
- Attends and represents the department at various meetings and events.
- Establishes and maintains various files, records and reports.
- Abides by, enforces and participates in the implementation and ongoing oversight of Randolph County Government safety standards and regulations.

## Knowledge, Skills and Abilities

Thorough knowledge of the methods and procedures of the emergency medical services system; thorough knowledge of federal and state regulations governing emergency response; thorough knowledge of the geography of the County and surrounding area; ability to plan and supervise the work of others; ability to operate all communications equipment; ability to type at a reasonable rate of speed; ability to make arithmetic computations using whole numbers, fractions and decimals; ability to compute rates, ratios and percentages; ability to maintain required certifications; ability to respond to work during emergency situations or inclement weather; ability to understand and apply governmental accounting practices in maintenance of financial records; ability to speak distinctly; ability to deal courteously with the public under stressful conditions; ability to establish and maintain effective working relationships with service providers, associates and the general public.

## Education and Experience

Bachelor's degree in emergency medical services, or related field and three to five years experience working in emergency medical services with management experience, or equivalent combination of education and experience.

## Physical Requirements

This work requires the occasional exertion of over 100 pounds of force; work regularly requires speaking or hearing, frequently requires sitting and repetitive motions and occasionally requires standing, walking, using hands to finger, handle or feel, climbing or balancing, stooping, kneeling, crouching or crawling, reaching with hands and arms, pushing or pulling and lifting; work requires close vision, distance vision,

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ability to adjust focus, depth perception, color perception, night vision and peripheral vision; vocal communication is required for expressing or exchanging ideas by means of the spoken word and conveying detailed or important instructions to others accurately, loudly or quickly; hearing is required to perceive information at normal spoken word levels and to receive detailed information through oral communications and/or to make fine distinctions in sound; work requires preparing and analyzing written or computer data, visual inspection involving small defects and/or small parts, using of measuring devices, operating machines, operating motor vehicles or equipment and observing general surroundings and activities; work occasionally requires wet, humid conditions (non-weather), working near moving mechanical parts, working in high, precarious places, exposure to fumes or airborne particles, exposure to toxic or caustic chemicals, exposure to outdoor weather conditions, exposure to extreme cold (non-weather), exposure to extreme heat (non-weather), exposure to the risk of electrical shock, working with explosives, exposure to vibration, wearing a powered air-purifying personal respirator in place of SCBA and exposure to bloodborne pathogens and may be required to wear specialized personal protective equipment; work is generally in a loud noise location (e.g. grounds maintenance, heavy traffic).

## Special Requirements

- North Carolina Office of Emergency Medical Services Paramedic certification.
- Local credentialing/re-credentialing.
- Emergency Medical Services Level I instructor certification.
- Advanced cardiac life support instructor certification.
- Pediatric advanced life support instructor certification.
- CPR/First Aid trainer certification.
- Incident Command System (ICS) certifications.
- Valid Driver's License upon employment. Valid driver's license in the State of North Carolina within 60 days of employment.

## Competencies

**Leading with Integrity:** Exhibits ethical and moral behavior in everyday business conduct; Earns trust of others by; disclosing information and admitting mistakes; Recognizes and resolves ethical questions; Ensures organizational ethics are widely understood; Encourages open discussion of ethical issues; Creates an environment that rewards ethical behavior

**Negotiation Skills:** Clarifies interests and positions of all parties; Adjusts tactics to achieve desired results; Manages conflict, manipulation, and strong emotions; Develops alternative options for mutual gain; Builds consensus through give and take

**Managing Customer Focus:** Promotes customer focus; Establishes customer service standards; Provides training in customer service delivery; Monitors customer satisfaction; Develops new approaches to meeting customer needs

**Quality Management:** Fosters quality focus in others; Sets clear quality requirements; Measures key outcomes; Solicits and applies customer feedback; Improves processes, products, and services

**Team Leadership:** Fosters team cooperation; Defines team roles and responsibilities; Supports group problem solving; Ensures progress toward goals; Acknowledges team accomplishments

**Change Management:** Develops workable implementation plans; Communicates change effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results

**Managing People:** Defines responsibilities and expectations; Includes subordinates in planning; Takes responsibility for subordinates' activities; Makes self available to subordinates; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Sets goals and objectives; Motivates for increased results; Recognizes contributions of others

## Emergency Medical Services Operations Officer

I have read and understand my job responsibilities as outlined in this job description and will abide by and follow these duties.

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Employee Name (Printed)

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Employee Signature

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Manager Name (Printed)

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Manager Signature

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Date